

**“SERVING PEOPLE IN MULTIPLE LANGUAGES AND WELCOMING
IMMIGRANTS” WEBINAR TRANSCRIPT
EXPANDING CALFRESH TO SSI RECIPIENTS: ACCESS FOR ALL GUEST
SPEAKER SERIES
REMOTE BROADCAST CAPTIONING
THURSDAY, APRIL 16, 2019
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>> GOOD MORNING, AND WELCOME TO THE FOURTH WEBINAR IN OUR GUEST SPEAKER WEBINAR SERIES AS WE GET CLOSER TO EXPANDING CALFRESH TO S.S.I. ELIGIBILITY. I'M THE CHIEF OF THE CALFRESH BUREAU AT THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES, AS WELL AS YOUR HOST FOR TODAY'S WEBINAR. THIS PROGRAM EXPANSION MARKS A HISTORIC MOMENT FOR CALIFORNIA AND INCREASE THE NUMBER OF CALIFORNIANS WHO HAVE ACCESS. THIS IS A GREAT TIME TO SPEND TIME ON HOW WE CAN THINK ABOUT MAKING CALFRESH FOOD BENEFITS ACCESSIBLE TO ALL AND DEVELOP A BETTER UNDERSTANDING OF WHAT IT MEANS TO SERVE A DIVERSITY OF CLIENTS. TO ADDRESS THE TOPIC OF MAKING CALFRESH ACCESSIBLE TO ALL. TODAY'S WEBINAR PRESENTATION IS ABOUT SERVING PEOPLE IN MULTIPLE LANGUAGES AND WELCOMING IMMIGRANTS. WE HOPE YOU LEARN SOMETHING NEW OR GAIN A NEW PERSPECTIVE OR A NEW WAY OF THINKING HOW YOU CAN MOST EFFECTIVELY DO YOUR WORK. WE HOPE YOU INCORPORATE THESE LESSONS IN YOUR PRACTICES. WE'RE JOINED BY THE CENTRAL COAST OFFICE. LET'S GO OVER WEBINAR LOGISTICS AND A POLICY CHANGE THAT BROUGHT US TOGETHER FOR THE WEBINAR SERIES. TODAY'S WEBINAR IS IN LISTEN ONLY MODE, ALL LINES WILL BE MUTED DURING THE PRESENTATION. WE'RE HAPPY TO BE OFFERING LIVE CLOSED CAPTIONING BY CLICKING ON THE LINK IN THE CHAT WINDOW, AND UP LOAD A VERSION OF THE CAPTIONS AND TO OUR WEBPAGE CALFRESH S.S.I. HOW DO YOU ASK QUESTIONS? YOU CAN ASK QUESTIONS BY USING THE CESSION PANE FEATURE ON THE RIGHT SIDE OF YOUR SCREEN. WE WON'T ANSWER

QUESTIONS LIVE BUT SUBMIT QUESTIONS DURING THE PRESENTATION AND WE WILL BE COLLECTING THOSE AND PROVIDING RESPONSES BACK TO ALL RECIPIENTS AFTER THE WEBINAR. RESPONSES WILL BE POSTED TO OUR WEBSITE, ALONG WITH ANY MATERIALS AND A RECORDING OF TODAY'S PRESENTATION. I WOULD LIKE TO DO A QUICK REMINDER FOR THE ACCESS FOR ALL GUEST SPEAKER. SERVING DIVERSE COMMUNITIES IS THIS AFTERNOON AT 1:00 P.M. YOU CAN REGISTER ON OUR WEBSITE. IF YOU WANT TO DOWNLOAD COPIES OF THE MATERIALS, VISIT THE WEBSITE SHOWN ON SCREEN AT WWW.CDSS.CA.GOV/INFORESOURCES/CALFRESHSSI/TRAINING. BEFORE I TURN IT OVER TO LENA, LET'S PROVIDE A REVIEW OF THE UPCOMING POLICY CHANGE THAT WOULD EXPAND CALFRESH TO ASSIST RECIPIENTS, THE COMBINED FEDERAL AND STATE S.S.I., S.S.P. PROGRAM. AT THAT TIME, THEY WERE ABLE TO -- THE FOOD STAMP PROGRAM. CALIFORNIA OPTED FOR THIS CASH OUT POLICY AS IT'S KNOWN AND INCREASED THE MONTHLY S.S.P. GRANT BY \$10. THAT AMOUNT WAS ROUGHLY EQUIVALENT TO THE AVERAGE FOOD BENEFIT IN 1974, AND A SUFFICIENT WAY TO PROVIDE BENEFITS TO THE POPULATION. S.S.I. RECIPIENTS HAVE BEEN INELIGIBLE FOR CALFRESH BENEFITS BECAUSE IN THEORY THEY WERE RECEIVING THE VALUE WITHIN THE GRANT. THE CHALLENGE IS OVER TIME, THE VALUE OF CALFRESH BENEFITS HAS INCREASED WITH THE RATE OF INFLATION, WHILE THE S.S.I. CASH IN AMOUNT REMAINED FLAT AT \$10 SINCE 1974 AND LOST RELATIVE VALUE. THIS MEANS MANY S.S.I. RECIPIENTS LIVING ON A LIMITED BUDGET WHICH IS INTENDED TO COVER ALL BASIC NEEDS ARE

LIKELY TO HAVE UNMET FOOD NEEDS AND UNABLE TO APPLY FOR CALFRESH FOOD ASSISTANCE. ASSEMBLY BILL 1811 PASSED AS PART OF THE STATE BUDGET AND PUT THE WHEELS IN MOTION TO ALLOW PEOPLE RECEIVING S.S.I. OR S.S.P. TO APPLY FOR BENEFITS. IT'S IMPORTANT TO KNOW THEY WILL BE NO CHANGE AS A RESULT OF THIS POLICY CHANGE. THIS PROVIDES AN OPPORTUNITY FOR EFFECTED HOUSEHOLDS TO INCREASE THEIR MONTHLY BUDGET WITH FOOD ASSISTANCE. I HAVE THE PLEASURE OF INTRODUCING OUR GUEST SPEAKER, LENA MORAN WITH JCCC. I'LL HAND IT OVER TO YOU NOW.

>> THANK YOU SO MUCH. GOOD MORNING, EVERYBODY. AND GREETINGS FROM OXNARD, CALIFORNIA. THANK YOU FOR HAVING ME HERE TODAY. BEFORE WE START, I WOULD LIKE TO GIVE YOU AN OVERVIEW OF OUR ORGANIZATION, THE WORK WE DO AND WHY WE ARE HERE TODAY. JUST COMMUTE SAID IS A NONPROFIT BASED IN SANTA BARBARA. WE SERVE THE CENTRAL COAST AND THE STATE. REALLY, WE HAVE A VISION FOR CREATING AN EQUITABLE AND INCLUSIVE CENTRAL COAST WHERE EVERYBODY IS CONNECTED, RESPECTED AND VALUED. THROUGH OUR WORK, TRYING TO MAKE SURE THE CENTRAL COAST IS A PLACE OF OPPORTUNITY AND NOT LIMITATION. WHEN YOU THINK ABOUT LANGUAGE IT OFTEN CREATES LIMITATIONS FOR PEOPLE WHO ARE LEARNING ENGLISH OR NON-ENGLISH PROFICIENT OR MONOLINGUAL IN ANY OTHER LANGUAGE BESIDES ENGLISH. WE WANT TO DEVELOP LEADERS LIKE YOURSELVES TO CONNECT PEOPLE OF DIFFERENT LANGUAGE, ETHNICITY AND RACE. SO THE WORK I DO WITH THE

LANGUAGE JUSTICE INITIATIVE FOCUSES ON TWO POPULATIONS, ONE IS TRAINING AND SUPPORTING FOLKS THAT ARE BILINGUAL AND PROVIDE TERMS OR TRANSLATION SERVICE. ALSO, WE WANT TO PROVIDE TRAINING FOR FOLKS WORKING WITH INTERPRETERS WHO ARE MONO LINGUAL OR BILINGUAL. SUCCESSFUL SPACE DEPENDS ON EVERYBODY. WE'LL TALK ABOUT SOME OF THOSE GUIDELINES TODAY. A LITTLE BIT ABOUT MYSELF. I AM THE PROGRAM MANAGER AT JUST COMMUNITIES FOR THE LANGUAGE JUSTICE INITIATIVE. I HAVE BEEN AN INTERPRETER AND TRANSLATOR SINCE I WAS EIGHT YEARS OLD. THAT HAS INCLUDED SOCIAL SERVICES IN WORK I HAVE DONE WITH THE COMMUNITY AND SCHOOL DISTRICTS OF NONPROFITS, WITH GOVERNMENT AGENCIES. AND I'M ALSO A LANGUAGE ACCESS CONSULTANT. ON TOP OF THE INTERPRETATION AND TRANSLATION TRAINING, I ALSO PROVIDE GUIDELINES IN HELPING ORGANIZATIONS, SCHOOL DISTRICTS, ET CETERA, CREATE LANGUAGE ACCESS GUIDELINES. WE'LL TALK ABOUT HOW TO INCORPORATE THAT AS WELL. NEXT SLIDE. THE OBJECTIVE FOR TODAY, AS YOU CAN WE'RE GOING TO TALK ABOUT LANGUAGE ACCESS. AND REALLY UNDERSTAND WHY IT'S A CRITICAL PART OF EFFECTIVELY SERVING AND WORKING WITH MULTILINGUAL COMMUNITIES. OUT REACH, AND ENGAGEMENT AND MEETINGS AND INVENT, WHERE YOU COULD ENCOURAGE FOLKS OR SIGN UP FOLKS FOR CALFRESH, AND LOOKING AT BEST PRACTICES FOR WORKING WITH IMMIGRANTS POPULATION. SO AS WE TALK ABOUT LANGUAGE ACCESS, JUST COMMUNITIES BRINGS IN A LANGUAGE JUSTICE LENDS TO THIS WORK. BECAUSE IN ORDER TO DO THE WORK WE HAVE TO

HAVE THIS COMMITMENT TO MAKE SURE ALL VOICES ARE WELCOME AND RESPECTED AND VALUED, NOT JUST THE VOICES THAT WE HEAR OR THAT WE SPEAK OR THE LANGUAGES WE'RE COMFORTABLE IN BUT REALLY ALL OF OUR CLIENTS. SO IN ORDER TO DO THAT WE HAVE TO HAVE A PROCESS IN PLACE THAT ALLOWS PEOPLE TO PARTICIPATE IN THE LANGUAGE THEY FEEL COMFORTABLE WITH. NOT THE ONE WE'RE COMFORTABLE WITH. WE HAVE TO PUT TOOLS IN PLACE. SUCH AS INTERPRETATION OR TRANSLATION, THEN WE'RE ABLE TO EFFECTIVELY SERVE PEOPLE ACROSS MANY DIFFERENCES. WE DON'T HAVE TO BE BILINGUAL OR MULTILINGUAL OR BE ABLE TO DO INTERPRETATION OR TRANSLATION WITH THESE TOOLS. IN OUR STATE WHERE MANY LANGUAGES ARE PRESENT, THIS IS GOING TO BE AN ESSENTIAL COMPONENT OF CULTURAL PROFICIENCY. WE WANT TO MAKE SURE EVERY BODY'S VOICES ARE TRULY HEARD AND INCLUDED. THIS IS A CHANGE THAT CALFRESH IS CREATING. WE WANT TO MAKE SURE THAT ANY SERVICES OR FEEDBACK ALONG THE WAY IS HEARD. AND IT'S HEARD BY ALL THE VOICES THAT WANT TO PARTICIPATE. AND SO WHY? THE QUESTION IS WHY NOT JUST ENGLISH? WHY NOT JUST HAVE PEOPLE WE SERVED OUR ANSWER IN ENGLISH? WE BELIEVE AT JUST COMMUNITIES, THERE IS INTERSECTIONALITY. LANGUAGE DOESN'T EXIST ON ITS OWN. WE'RE LOOKING HOW IT INTERSECTS WITH RACISM OR NATIVISM. A LOT OF THE WORK IS ADVOCATING FOR RIGHTS OF PEOPLE TO HAVE THEIR LANGUAGES RECOGNIZED AND RESPECTED. FOR THEM TO BE, AGAIN, ABLE TO PARTICIPATE FULLY 100% REGARDLESS OF THE LANGUAGE THEY USE. WE'RE

THEN ABLE TO CONNECT PEOPLE, GIVE THEM ACCESS TO SERVICE, PROVIDE THE INFORMATION THEY ARE GOING TO NEED, AND BY DOING SO, CREATING MULTILINGUAL SPACES WHERE NO LONG DOMINANTS THE OTHER. EVERYONE FEELS COMFORTABLE IN PARTICIPATING AND RECEIVING INFORMATION AS WELL. AS WE'RE WAITING FOR THE NEXT SLIDE, THE NEXT ONE IS A QUOTE BY NELSON MANDELA. WHICH TALKS ABOUT LANGUAGE JUSTICE AND WHY WE DO THE WORK WE DO AND WHY IT'S IMPORTANT YOU ALL RECEIVE TRAINING IN LANGUAGE ACCESS AND LANGUAGE JUSTICE. NELSON MANDELA TELLS US, IF YOU TALK TO A MAN IN A LANGUAGE, HE UNDERSTANDS THAT GOES TO HIS HEAD. IF YOU TALK TO HIM IN HIS LANGUAGE, THAT GOES TO HIS HEART. AND SO WHEN YOU THINK ABOUT THE WORK YOU ARE DOING, YOU ARE EXPERTS AT WHAT YOU ARE DOING, MAKING SURE PEOPLE ARE RECEIVING THE SERVICES THEY ARE SIGNING UP, THAT ALL OF THEIR FORMS ARE IN PLACE, THAT ALL THE REQUIREMENTS ARE THERE. BUT IF WE GIVE PEOPLE THE INFORMATION ONLY IN ENGLISH, WE REALLY RUN THE RISK THAT NOT EVERYBODY WILL UNDERSTAND 100% WHAT IT IS WE NEED FROM THEM AND WHAT IT IS THEY NEED TO UNDERSTAND IN ORDER TO RECEIVE THE SERVICE. HOWEVER, IF WE SPEAK TO PEOPLE IN THEIR LANGUAGE, THEN THEY CAN REALLY INTERNALIZE THE INFORMATION AND BE ABLE TO TALK ABOUT IT, PERHAPS SPREAD THE WORDS TO FRIENDS OR FAMILY AND TALK ABOUT THE BENEFITS OF IT SERVICES THEY ARE RECEIVING. AS WE'RE WORKING THROUGH LANGUAGE JUSTICE, IS TIED IN WITH LANGUAGE ACCESS. WE WANT TO MAKE SURE WE'RE NOT JUST GIVING PEOPLE INFORMATION AND

LEAVING IT TO THEM TO FIGURE OUT, DID THEY UNDERSTAND IT OR NOT OR FIND A FAMILY MEMBER OR NEIGHBOR TO INTERPRET IT, PERHAPS INCORRECTLY. WE WANT TO GIVE ACCURATE INFORMATION FROM THE START. NEXT SLIDE. SO AGAIN, LET'S TALK ABOUT WHY. WHY NOT JUST ENGLISH? BECAUSE WE DO HEAR THAT A LOT IN THE WORK. BUT WHEN YOU LOOK AT THIS PARTICULAR CHART, IT IS SHOWING US THE COMPARISON OF BOTH SPEAKING ENGLISH BY NATIVITY AND DURATION IN CALIFORNIA. A NATIVE-BORN SPEAKER CAN ATTAIN ALMOST 100% FLUENCY OF SPEAKING WELL, THAT DEPENDS ON EDUCATION, LOCATION, ET CETERA. IT'S A PRETTY GOOD SENSE OF FLUENCY. SOMEBODY THAT IS FOREIGN-BORN, THERE ARE MANY, MANY COUNTRIES THAT ARE RAISING BILINGUAL INDIVIDUALS AS A REQUIREMENT IN SCHOOL. THEY CAN ATTAIN A PRETTY HIGH LEVEL OF PROFICIENCY. I'M SORRY I SEE IT'S CUT OUT AT THE BOTTOM. WHERE IT SAYS LESS THEN 10 TO 30 PLUS, THERE IS THE DURATION AN IMMIGRANT IS IN THE UNITED STATES. TO LOOK AT HOW MANY YEARS SOMEBODY HAS TO BE IN THE COUNTRY IN ORDER TO ATTAIN SOME LEVEL OF PROFICIENCY YOU ARE LOOKING AT 30 YEARS ON THE RIGHT SIDE. PERHAPS THEY OBTAIN THE LANGUAGE AT WORK, PERHAPS IT'S IN A COMMUNITY SETTING. IT DOESN'T REALLY SPEAK TO AN EDUCATIONAL TYPE OF LANGUAGE. MANY OF THE PRODUCTS OR THE SERVICES THAT WE'RE OFFERING SOMETIMES ARE IN A VERY HIGH REGISTER. THAT IS NOT AS EASY FOR FOLKS TO UNDERSTAND. WE'RE GOING TO TALK ABOUT HOW TO MAKE SURE WE'RE SPEAKING A LANGUAGE PER SE THAT IS MORE ACCESSIBLE. KEEPING THIS IN MIND. WE'LL

ALWAYS HAVE THE NEED FOR LANGUAGE ACCESS. WHEN YOU LOOK AT THIS CHART, WHAT HAPPENS WITH MIGRATION IS USUALLY THE GENERATION THAT COMES TO THE UNITED STATES WON'T ATTAIN THE LANGUAGE. AND THAT'S WHERE YOU ARE LOOKING AT THE PROGRESSION OF HAVING TO BE IN THE COUNTRY FOR MORE THAN 30 YEARS TO ACHIEVE PROFICIENCY. TYPICALLY, IT'S THE SECOND OR THIRD GENERATIONS THAT WILL ACQUIRE THE ENGLISH LANGUAGE. SOMETIMES AS A PRIMARY LANGUAGE. WE WILL ALWAYS HAVE A NEED, RIGHT, AS LONG AS MIGRATION PATTERNS CONTINUE TO OCCUR, WE'LL ALWAYS HAVE A NEED FOR INTERPRETATION, TRANSLATION, LANGUAGE ACCESS AND SERVICES. NEXT SLIDE. AND SO THROUGH THE WORK THAT JUST COMMUNITIES HAS DONE THROUGHOUT THE CENTRAL COAST AND STATE, WE HAVE HEARD FROM CLIENTS IN VARIOUS SETTINGS, IN PARTICULAR, TO SOCIAL SERVICES, THEY DON'T NECESSARILY FEEL WELCOME COMING TO AN OFFICE BECAUSE THEY DON'T SPEAK ENGLISH. AND THEY ARE NOT 100% CONFIDENT THAT SOMEBODY WILL BE THERE THAT CAN GREET THEM AND HELP THEM. THEY MIGHT NOT ATTEND COMMUNITY EVENTS OR MEETINGS. FOR EXAMPLE, IF YOU WERE HAVING A COMMUNITY MEETING OR TABLING EVENTS ABOUT HOW PEOPLE CAN SIGN UP FOR CALFRESH, THEY MIGHT NOT ATTEND BECAUSE THEY DON'T SPEAK ENGLISH. SO THERE IS A VERY LOW LEVEL OF COMFORT AROUND BEING THERE AND MAKING SURE THEY CAN RECEIVE INFORMATION. BECAUSE THEY DON'T SPEAK ENGLISH OR ENGLISH WELL, THEY MIGHT NOT BE SURE WHERE TO ASK FOR HELP OR WHERE TO GET ACCURATE INFORMATION. THAT MIGHT

DETER THEM FROM SEEKING OUT THE SERVICES YOU ARE PROVIDING.

SOMETIMES FOLKS HAVE USED AN INTERPRETER, MAYBE NOT A PROFESSIONAL INTERPRETER, PERHAPS A BILINGUAL PERSON ASKING IN THAT CAPACITY. THEY DON'T ALWAYS FEEL COMFORTABLE WHAT THEY ARE SAYING IS BEING TRANSLATED. WE HAVE HEARD THOUGHT DISCOMFORT FROM CLIENTS. SOMETIMES BILINGUAL FOLKS, BECAUSE THEY DON'T HAVE THE TRAINING WILL SUMMARIZE OR SHORTEN THE MESSAGE OR CHANGE IT A LITTLE BIT BECAUSE THEY DON'T KNOW HOW TO NEGOTIATE THE LANGUAGE. AND WE'LL BE TALKING ABOUT THAT AS WELL. IT IS IMPORTANT TO UNDERSTAND THAT FAMILIES EXPERIENCE ANXIETY, MENTAL AND EMOTIONAL AND PHYSICAL TRAUMA. EVEN IN LANGUAGE, THERE IS A SENSITIVITY WE NEED TO HAVE TO UNDERSTAND THAT PROVIDING THE SERVICE IS OUR GOAL. BUT THERE IS MANY COMPONENTS AROUND IT TO MAKE SURE WE'RE SUCCESSFUL. NEXT SLIDE. SO WE ALSO HAVE ON THE OTHER SIDE, WE WORK WITH INTERPRETERS OR BILINGUAL FOLKS ACTING IN THIS CAPACITY. WHAT WE'RE HEARING IS THAT PERHAPS WHEN AN INTAKE IS OVER, THE CLIENT WILL APPROACH THEM AFTER AND SAY, CAN YOU TELL ME EVERYTHING THAT HAPPENED BECAUSE I DIDN'T UNDERSTAND. THE PERSON IN THE INTERPRETER POSITION ISN'T ALWAYS SOMEBODY WHO IS ACKNOWLEDGEABLE. PERHAPS THEY ARE A FRONT OFFICE EMPLOYEE CALLED IN TO DO THE WORK. YOU HOLD THE INFORMATION, YOU KNOW HOW TO SIGN PEOPLE UP, WHAT INFORMATION YOU NEED TO GIVE THEM, THE ACCURATE INFORMATION. AND SO WE WANT TO MAKE SURE THAT CLIENTS

FEEL COMFORTABLE ASKING YOU QUESTIONS IN THE SESSION OR DURING AN INFORMATION SESSION AND NOT HAVING TO ASK A THIRD PARTY WHO MIGHT NOT BE ABLE TO GIVE THE INFORMATION. SOMETIMES, AS WELL AS, THE STAFF THEMSELVES OR SERVICE PROVIDERS WILL ASK THE INTERPRETER TO MAKE SURE THAT THE CLIENT UNDERSTANDS EVERYTHING. AND TO EXPLAIN OR ANSWER THEIR QUESTIONS. WE'RE GOING TO TALK A LITTLE BIT WHAT IT IS AN INTERPRETER DOES VERSUS WHAT WE THINK. IN THIS SITUATION, AGAIN, HAVING, REMEMBERING THAT YOU ARE THE EXPERTS. YOU KNOW THIS PROCESS. YOU KNOW WHAT CLIENTS NEED, YOU KNOW WHAT YOU NEED FROM THEM. AND WANTING TO MAKE SURE WE USE THE INTERPRETER IN THE RIGHT CAPACITY. SOMETIMES INTERPRETERS DON'T GET BREAKS. WE'LL GO FROM MEETING TO MEETING OR INTAKE TO INTAKE. AND I HAVE HEARD INTERPRETERS WHO WORK UP TO FOUR MEETINGS IN A ROW WITHOUT A BREAK. WE WANTED TO MAKE SURE THE INTERPRETERS ARE CAPABLE OF DOING THE WORK. THEY ARE PROVIDING ACCURATE INFORMATION. WE'LL TALK ABOUT HOW TO MAKE SURE WE'RE SETTING UP SPACES SO THEY ARE CONVENIENT FOR US AND THE TEAM WE'RE WORKING WITH. YOU DO HAVE A LOT OF FORMS THAT ARE ALREADY TRANSLATED. BUT WE HAVE HEARD THAT SERVICE PROVIDERS SOMETIMES WILL ASK OUR INTERPRETERS TO SITE TRANSLATE DOCUMENTS. SIGHT TRANSLATION MEANS THEY ARE READING IN ONE LANGUAGE, ENGLISH PERHAPS, AND INTERPRETING OUT LOUD INTO THE TARGET LANGUAGE THEY NEED. AND THAT'S NOT AN EASY TASK. RIGHT? IT'S NOT AN EASY TASK. I ASK

YOU TO THINK ABOUT HOW DOES IT FEEL TO READ OUT LOUD? THAT'S NOT COMFORTABLE FOR US TO READ A DOCUMENT OUT LOUD. THINK ABOUT HAVING TO TRANSPOSE IT IN YOUR HEAD INTO A DIFFERENT LANGUAGE AND MAKING SURE IT'S ACCURATE. SO THIS CAN PROVIDE A CHALLENGE.

BECAUSE YOU WANT TO PROVIDE THE MOST ACCURATE INFORMATION AND YOU WANT TO RECEIVE ACCURATE INFORMATION AS WELL. WE WANT TO MAKE SURE WE'RE SETTING UP OUR BILINGUAL FOLKS IN THIS CAPACITY TO SUCCEED AND NOT FAIL. FOR THOSE OF YOU WHO ARE MULTILINGUAL, YOU DEFINITELY CAN WORK WITH AN INTERPRETER. NOT EVERYBODY HAS TO BE MULTILINGUAL OR BILINGUAL. BUT WE HAVE HEARD SERVICE PROVIDERS WHO HAVE ASKED INTERPRETERS TO RUN THE SESSION. THIS ONE FOR EXAMPLE WAS IN SPANISH. AND THEY SAID TO THE INTERPRETER, YOU CAN DO MY JOB, YOU DO IT ALL THE TIME YOU ARE IN THE MEETINGS ALL THE TIME. WHY DON'T YOU RUN THE MEETING YOURSELF. THIS IS CAN GET DANGEROUS IN TERMS OF COMPLIANCE AND ISSUES. WE WANT TO MAKE SURE, AGAIN, IF THE SERVICE PROVIDER CAN DO THEIR JOB, YOU CAN DO IT IN THE LANGUAGE THAT YOU FEEL COMFORTABLE IN AND WORKING WITH AN INTERPRETER TO MAKE SURE YOUR CLIENT IS ALSO UNDERSTANDING. WHO ARE THE CLIENTS WE'LL BE WORKING WITH? IT'S IMPORTANT WHEN WE'RE WORKING WITH IMMIGRANT POPULATIONS, ONE, TO MAKE SURE WE ASK WHAT LANGUAGE THEY PREFER TO USE. VERSUS, ASSUMING THE LANGUAGE OR ASSUMING THAT WE KNOW WHAT THEIR LEVEL OF COMFORT IS. AND SO IT'S A VERY EASY QUESTION TO ASK, WHAT LANGUAGE WOULD YOU LIKE TO

RECEIVE THE SERVICE IN? AND YOU WILL HAVE A VARIETY OF ANSWERS. THERE ARE SOME FOLKS WHO, FOR EXAMPLE, MY EXPERTISE IS SPANISH AND ENGLISH INTERPRETATION. THE POPULATION I WORK WITH, WE HAVE SOME SPANISH SPEAKERS WHO ARE HESITANT TO WORK WITH AN INTERPRETER BECAUSE THERE IS A LOT MISTRUST. THEY WANT TO GET ALL THE INFORMATION AND THEY DON'T NECESSARILY TRUST THE THIRD PARTY WILL GIVE THEM THAT. SO THEY SOMETIMES CHOOSE TO KIND OF BATTLE THROUGH AND SEE WHAT THEY CAN PICK UP. IF WE ASK, WHAT LANGUAGE WOULD YOU LIKE TO HEAR THIS INFORMATION IN? THAT CREATES A SENSE OF COMFORT FOR YOUR CLIENT. BECAUSE NOW YOU ARE ASKING THEM VERSUS TELLING THEM OR ASSUMING, OH, DO YOU SPEAK ENGLISH OR SPANISH OR ET CETERA. SO WITH THAT IN MIND, DEVELOPING AND USING INTAKE FORMS AND ANOTHER DOCUMENTS IN A VARIETY OF LANGUAGES IS VERY IMPORTANT. KEEPING IN MIND THAT NOT EVERYBODY IS AUDITORY. AND SO EVEN IF THEY ARE CHOOSING TO LET YOU RUN THAT SESSION IN ENGLISH, AT LEAST THERE IS SOMETHING THEY CAN READ AND VISUALLY HAVE AS A REFERENCE. IF YOU ARE USING INTERPRETATION AND TRANSLATION, IT'S ANOTHER WONDERFUL TOOL TO HAVE SO THEY COULD BE LOOKING AT AN INTAKE FORM OR THE REQUIREMENTS IN A LANGUAGE THEY UNDERSTAND AND FEEL COMFORTABLE WITH. AGAIN, WE WANT TO MAKE YOUR JOB EASY. WE DON'T WANT PEOPLE COMING BACK VARIOUS TIMES WITH INCORRECT DOCUMENTS. IF WE GET IT RIGHT FROM THE START HOPEFULLY YOU WILL BE SUCCESSFUL WITH THE CLIENT AND HAVE THEIR

REQUIREMENTS READY. WE WANT ACCESS TO TRAINED AND QUALIFIED INTERPRETERS. THEY CAN BE BILINGUAL EMPLOYEES. WE'LL TALK ABOUT HOW TO MAKE SURE YOU ARE USING APPROPRIATE TOOLS TO DO THAT. WE WANT TO STAY AWAY FROM USING MINORS OR OTHER FAMILY MEMBERS. THAT HAS BEEN A PRACTICE FOR A VERY LONG TIME. IT WAS MY EXPERIENCE WHEN I WAS GROWING UP. ABOUT EIGHT YEARS OLD WHEN I FINALLY LEARNED THE ENGLISH LANGUAGE ENOUGH TO MASTER IT I GO FROM ONE LANGUAGE TO THE OTHER IS WHEN I STARTED HELPING MY NEIGHBORHOOD. AND THEY WOULD TAKE ME TO DIFFERENT PLACES TO REQUIRE SERVICES. WHETHER IT WAS MEDICAL OR SOCIAL SERVICES. AND I WAS THE ONE WHO WAS ASKING THE QUESTIONS. WHERE DO YOU LIVE? WHAT IS YOUR INCOME? AND I DIDN'T ALWAYS KNOW THE LANGUAGE. AS AN EIGHT-YEAR-OLD I DIDN'T UNDERSTAND WHY THEY WERE ASKING WHAT I THOUGHT WERE PRETTY INTRUSIVE QUESTIONS. AT THAT TIME, THERE WERE EVEN VOCABULARY I DIDN'T KNOW. SO WE WANT TO STAY AWAY FROM HAVING MINORS INTERPRET. SOMETIMES THE INFORMATION THAT THEY MIGHT LEARN IS TOO MUCH OR THINGS THAT YOUTH SHOULD NOT HAVE. SO WE ALSO WANT TO STAY AWAY FROM HAVING OTHER FAMILY MEMBERS INTERPRET. THERE ARE CONFIDENTIALITY ISSUES. WHEN WORKING WITH IMMIGRANTS POPULATIONS WE WANT TO AVOID USING JARGON OR HIGH-LEVEL VOCABULARY. THAT MIGHT BE DIFFICULT EVEN FOR OUR INTERPRETERS TO UNDERSTAND, THE FOLKS PROVIDING THE SERVICE FOR US. AND THAT CAN GET TRICKY BECAUSE AS I SAID YOU ARE EXPERTS AT WHAT YOU ARE DOING. YOU LIVE IN

THIS WORLD. YOU ARE VERY COMFORTABLE WITH THIS VOCABULARY. BUT IT'S IMPORTANT TO UNDERSTAND THAT THE PERSON THAT IS COMING INTO WORK WITH YOU, THIS MIGHT BE THEIR FIRST EXPOSURE TO THE KIND OF LANGUAGE THAT YOU ARE USING. STAYING AWAY FROM THINGS LIKE ACRONYMS OR MAKING SURE IF YOU SAY ONE, YOU ARE ABLE TO SPELL IT OUT. THAT WILL HELP YOUR INTERPRETER AS WELL. SO THAT IF YOU SAY WHATEVER ACRONYM, THEY ARE NOT JUST GOING TO INTERPRET THE SAME LETTERS AND LEAVE YOUR CLIENT IN THE DARK. VERY IMPORTANT WHEN WORKING WITH IMMIGRANTS AND I'M HOPING YOU ARE SERVING DIVERSE COMMUNITIES AND ADVANCING RACIAL EQUITY WEBINAR WILL GIVE THIS IN DETAIL. WE WANT TO AVOID MAKING GENERALIZATIONS OR STEREOTYPES BASED ON ETHNICITY OR GENDER. THIS IS SOMETHING WHERE YOU DO HAVE TO CHECK YOUR BIAS A LITTLE BIT AS YOU ARE WALKING IN. AND RATHER THAN COMING IN WITH STEREOTYPES OR ASSUMING WE KNOW BECAUSE MAYBE WE'RE FROM THAT CULTURE, THAT DETERS THE CLIENT FROM MAKING SURE THEY TELL YOU THEIR EXPERIENCE. AND NOT ALL IMMIGRANTS EXPERIENCES ARE THE SAME. RIGHT? WE DON'T WANT TO KIND OF ROMANTICIZE THE IMMIGRANT EXPERIENCE OF A HARD STRUGGLE. WE WANT EVERY PERSON WHO COMES IN TELLS YOU WHAT THEY NEED TO IN THEIR OWN LONG WITHOUT US ASSUMING WE KNOW. WHICH WILL BRING US TO THE LAST POINT ABOUT ASKING CULTURALLY SENSITIVE QUESTIONS RATHER THAN MAKING ASSUMPTIONS. INTERPRETATION, WE WANT TO MAKE SURE WE'RE NOT RELYING ON THE INTERPRETER BUT RATHER MAKING SURE YOU

ARE ASKING THE QUESTIONS. IF THERE IS SOMETHING THE INTERPRETER SAID THAT YOU DON'T UNDERSTAND FROM THE CLIENT, THEN MAKE SURE YOU REFER BACK TO THE CLIENT AND ASK A LITTLE BIT MORE. AND THAT IS MORE THAN OKAY TO REACH OUT TO THE CLIENT AND SAY, YOU KNOW, I'M NOT REALLY FAMILIAR WITH THIS. CAN YOU TELL ME MORE? IF THEY TELL YOU ANYTHING THAT IS CULTURALLY RELEVANT TO THEM AND NOT NECESSARILY TO YOU. NEXT SLIDE. YOU HAVE HEARD INTERPRETATION AND TRANSLATION THROUGHOUT THIS PRESENTATION. AND FOR THE SAKE OF COMMON LANGUAGE, THESE ARE VERY ESSENTIAL TOOLS WHEN TALKING ABOUT WORKING IN MULTILINGUAL SPACES. FOR COMMON LANGUAGE, INTERPRETATION REFERS TO AUDITORY OR VISUAL. ANYTIME YOU HAVE AN INTERPRETER YOU WILL HEAR THE CLIENT SPEAK AND THEN THE INTERPRETER REPEATS IT AND YOU SPEAK. THAT IS INTERPRETATION AND SIGN LANGUAGE, THOSE ARE FORMS OF INTERPRETATION. WHEN TALKING ABOUT TRANSLATION, WE'RE TALKING ABOUT TRANSFERRING MESSAGES IN A WRITTEN LANGUAGE. THAT IS IMPORTANT BECAUSE THOSE SEEM TO BE USED INTERCHANGEABLY A LOT. ALTHOUGH THEY FUNCTION VERY SIMILARLY, IT TAKES A VERY DIFFICULT TYPE OF SKILL SET TO BE AN INTERPRETER AND TRANSLATOR. LET'S TALK ABOUT, WHAT IS THE ROLE OF THESE FOLKS? NEXT SLIDE. AND I THINK THIS PICTURE ILLUSTRATES THE DIFFERENCE, I'M SORRY, THE DEFINITION OF WHAT AN INTERPRETER IS VERY, VERY ACCURATELY. WHEN YOU ARE WORKING WITH AN INTERPRETER, THEY WILL ORALLY OR VISUALLY IF USING SIGN LANGUAGE RELAY, A MESSAGE

BETWEEN TWO OR MORE PEOPLE WHO DON'T SHARE A COMMON LANGUAGE. THE KEY PART IS THEY ARE DOING IT WITHOUT ADDING, DELETING OR CHANGING THE MESSAGE. IF YOU ARE WORKING WITH A TRAINED AND QUALIFIED INTERPRETER, WHATEVER IT IS YOUR SAY TO THE CLIENTS, THAT IS WHAT THE CLIENT WILL BE RECEIVING IN THEIR LANGUAGE AND LIKEWISE THEIR RESPONSE OR QUESTION WILL BE COMING TO YOU ACCURATELY.

NEXT SLIDE. HERE'S A QUESTION TO PONDER. BECAUSE OFTEN TIMES INTERPRETATION HAS BEEN DONE VERY UNOFFICIALLY, PERHAPS BY OUR BILINGUAL STAFF. ANY OF YOU THAT ARE MULTILINGUAL, MOST LIKELY HAVE DONE THIS AT SOME POINT IN YOUR LIFE. AGAIN, EITHER AN OFFICIAL SETTING OR NOT. WHAT ABOUT SUMMARIZING OR PARAPHRASING? WHY DO WE HAVE TO SAY THE WHOLE MESSAGE? WHEN WE THINK ABOUT PARAPHRASING IS SAYING THE SAME THING IN A DIFFERENT WAY. AND SUMMARIZING IS KIND OF GIVING KEY POINTS. ANYTIME WE DO THIS, WE'RE PUTTING IT THROUGH OUR OWN FILTER. IN THAT SENSE, WE MIGHT NOT BE GIVING YOU OR THE CLIENT, THE SERVICE PROVIDER, ALL THE INFORMATION YOU ACTUALLY NEED. WE WANT TO REALLY STAY AWAY FROM SUMMARIZING. BECAUSE WHATEVER I THINK THE KEY POINTS ARE, MIGHT NOT BE THE KEY POINT OF THE CLIENT'S NEEDS. OR IF I PARAPHRASE BECAUSE I DON'T UNDERSTAND OR THEY RAMBLED ON AND I WANTED TO GIVING YOU THE GIST, IT'S IMPORTANT WE GIVE THE FULL MESSAGE. WHY IS IT IMPORTANT THAT WE HIRE SOMEBODY OR TRAIN SOMEBODY TO BE QUALIFIED WHEN HIRING INTERPRETERS? WORKING WITH INTERPRETS REQUIRES VERY, VERY

SPECIFIC SKILLS. THIS IS A LITTLE TRICKY FOR THOSE OF YOU WHO ARE MULTILINGUAL OR BILINGUAL AND HAVE BEEN USED OR WORKED AS INTERPRETERS, OFFICIALLY OR NOT, IT'S VERY IMPORTANT INTERPRETERS HAVE ADVANCED PROFICIENCY IN ALL OF THE LANGUAGES THEY ARE USING. THE REASON WE DON'T JUST USE ANYBODY THAT'S BILINGUAL IS BECAUSE NOT EVERYBODY HAS THAT HIGH-LEVEL OF PROFICIENCY. PERHAPS -- AND I KNOW FROM EXPERIENCE THAT MANY IN CALIFORNIA AT LEAST WHO SPEAK SPANISH ARE HERITAGE SPEAKERS WHICH MEANS WE LEARNED THE LANGUAGE AT HOME. BUT NEVER LEARNED TO READ IT OR AN ACADEMIC LANGUAGE. AND WE MIGHT BE ABLE TO SPEAK IT IN CONVERSATIONS BUT WE MIGHT NOT NECESSARILY KNOW ALL OF THE JARGON AND TERMS THAT ARE MORE ACADEMIC. AND SO AGAIN, WHEN WORKING WITH INTERPRETERS, WE REALLY WANT TO MAKE SURE WE'RE SPEAKING PROFICIENTLY AND ABLE TO TRANSFER MESSAGES PROFICIENTLY. INTERPRETERS PROCESS THINGS QUICKLY. THEY ARE LISTENING TO MESSAGES, ESSENTIALLY STRIPPING IT TO CODES AND MAKING SURE THEY UNDERSTAND EVERY WORD AND NUANCE, AND RECONSTRUCTING IT IN THE OTHER LANGUAGE IN ORDER TO PRODUCE IT. THERE IS ALSO STRONG MEMORY RETENTION. SOMETIMES WHEN WE'RE WORKING WITH SERVICE PROVIDERS OR CLIENTS, THEY WILL GO ON FOR A VERY, VERY LONG TIME. AND THEY WON'T REALLY PAY ATTENTION TO THE INTERPRETER. A LOT OF THIS IS BECAUSE MANY OF US ARE NOT USED TO WORKING WITH INTERPRETERS. SO INTERPRETERS HAVE TO HAVE STRONG MEMORY AND RETENTION AND CONCENTRATION. WHEN YOU ARE DOING THE

WORK THERE IS A MILLION THINGS, WHETHER IT'S PAPERS SHUFFLING OR A QUESTION OR A SIDE CONVERSATION OR THE PHONE RINGING.

INTERPRETERS HAVE TO WORK THROUGH IT BECAUSE THEY HAVE TO PAY HIGH ATTENTION TO DETAIL. EVERYTHING MATTERS. WE WANT TO MAKE SURE THE INFORMATION IS ACCURATE. IF YOU ARE AT A POINT WHERE YOU ARE DOING PRESSES AND USE SIMULTANEOUS INTERPRETATION, THAT IS A WHOLE DIFFERENT SET OF SKILLS WHEN YOU ARE LISTENING AND TALKING AT THE SAME TIME. NEXT SLIDE. INTERPRETERS NEED TO HAVE VERY SPECIFIC KNOWLEDGE. AGAIN, WITH ALL THE PROFICIENCY, INCLUDING DIFFERENT DIALECTS, RIGHT. I'M SO SORRY. IT LOOKS LIKE THIS IS A DOUBLE. WE HOPE TO WHEN WORKING WITH INTERPRETERS, REALLY UNDERSTANDING THAT THEY DON'T NECESSARILY UNDERSTAND OR KNOW ALL THE INS AND OUTS OF YOUR PROFESSION OR WORK. THEY ARE THERE TO TRANSFER THE MESSAGE. THE CLIENT IS THE EXPERT ON THE NEEDS. AND THE INTERPRETER IS THERE TO TRANSMIT THE MESSAGE AND MAKE SURE IT LOOKS LIKE MONOLINGUAL SPACE. WE'RE ABLE TO HAVE A CONVERSATION EVEN THOUGH WE DON'T SHARE THE SAME LANGUAGE. NEXT SLIDE. LET'S TALK A LITTLE BIT ABOUT INTERPRETATION IS A PROFESSION WITH ITS OWN ETHICS AND STANDARDS. RULES THAT INTERPRETERS MUST FOLLOW. IF YOU ARE MULTILINGUAL AND YOU ARE GOING TO BE WORKING WITH IMMIGRANTS POPULATIONS OR MULTILINGUAL POPULATIONS, UNDERSTANDING THAT INTERPRETERS AIM TO BE ACCURATE. SO THEIR GOAL IS TO TRANSMIT EVERYTHING MESSAGE AS ACCURATELY AS POSSIBLE.

ALSO, TO MAINTAIN CONFIDENTIALITY. AND THIS IS PARTICULARLY IMPORTANT TO YOUR CLIENT. BECAUSE THEY WANT TO MAKE SURE THAT WHEN THEY ARE COMING IN, THEY ARE TRUSTING YOU WITH THEIR INFORMATION. ANY INFORMATION THEY ARE GIVING YOU, AGAIN, MUST BE MAINTAIN CONFIDENTIAL. AND THE INTERPRETER SHOULD BE ABLE TO SPEAK TO THAT AT THE BEGINNING OF A SESSION. INTERPRETERS ARE ALSO IMPARTIAL. WE'RE LIKE MACHINES. A MUCH BETTER LIVE VERSION THAN GOOGLE TRANSLATE. WE DON'T HAVE A STAKE IN EITHER SIDE. SO A REALLY GOOD INTERPRETER WILL BE ABLE TO STAY IN THEIR LANE AND MAKE SURE THEY ARE TRANSMITTING MESSAGES. NOT ADDING OR ASKING QUESTIONS OF OTHER PARTY. IT'S REALLY ABOUT RESPECT FOR ALL PARTIES MAKING SURE WE'RE TRANSMITTING THE MESSAGE WHETHER WE LIKE IT OR AGREE WITH WHAT THE SPEAKERS ARE SAYING OR NOT. ALSO GOES FOR LET'S SAY AS A SERVICE PROVIDER, YOU ACCIDENTALLY FORGET TO MENTION SOMETHING. AND THE INTERPRETER KNOWS BECAUSE THEY HAVE BEEN WORKING WITH YOU FOR A WHILE, THEY WOULD NOT BE ABLE TO ADD AND SAY BY THE WAY YOU FORGOT THIS FORM OR YOU FORGOT TO TELL ME THIS BECAUSE ULTIMATELY, THEY ARE REPEATING YOUR MESSAGE. THERE IS A LOT OF CULTURAL AWARENESS. IT IS IMPORTANT TO REMEMBER THAT INTERPRETERS ARE NOT CULTURAL EXPERTS OR ANTHROPOLOGIST. GOING BACK TO WHEN WE TALKED ABOUT WORKING WITH IMMIGRANT POPULATIONS, THEY CANNOT MAKE ASSUMPTIONS OR PRETEND TO KNOW ABOUT A PARTICULAR GROUP OF PEOPLE. FOR EXAMPLE, I'M ORIGINALLY

FROM MEXICO CITY. BUT I CAN'T TELL YOU I KNOW HOW THE CULTURE OF MEXICO CITY IS OR HOW EVERYBODY FROM MEXICO DOES OR SAYS THIS BECAUSE WE WANT TO AVOID CREATING STEREOTYPES. YOUR INTERPRETER IS NOT THERE AS A PARTICIPANT IN THE INTAKE OR MEETING. THEY ARE THERE TO HELP YOU DO YOUR JOB IN A DIFFERENT LANGUAGE. ALONG WITH THAT, WE WANT TO MAKE SURE OUR INTERPRETERS MAINTAIN ROLE BOUNDARIES. THAT WE'RE USING THEM ONLY IN THAT CAPACITY AND NOT ALSO AS A SERVICE WORKER OR LIAISON OR AS AN ADVOCATE OR ANYTHING ELSE. BECAUSE THEY HAVE TO MAINTAIN THE SENSE OF PROFESSIONAL AS THEY ARE WORKING. NEXT SLIDE. WE WANT TO MAKE SURE WHEN WE'RE TALKING ABOUT ACCESSIBLE LANGUAGE AND COMMUNICATION, ONCE AGAIN, A LOT OF THE MATERIALS THAT YOU MIGHT USE PERHAPS VERY ACADEMIC ENGLISH OR FORMAL ENGLISH, AND MAKING SURE WHEN YOU ARE SPEAKING, IT'S NOT AT A HIGH-LEVEL, VERY JARGON-LEVEL. BECAUSE YOU WANT TO MAKE SURE YOU ARE ABLE TO COMMUNICATE DIRECTLY. NOT ALL THINGS TRANSLATE INTO DIFFERENT LANGUAGES. MENTAL HEALTH IS A PARTICULAR TERM FOR EXAMPLE. FROM ENGLISH TO SPANISH, THERE IS A TRANSLATION AND YOU CAN SEE [FOREIGN LANGUAGE IS SPOKEN]. WE WORK WITH INDIGENOUS SPEAKERS IN VENTURA AND NORTHERN SANTA BARBARA COUNTY. THERE IS NO TRANSLATION FOR MENTAL HEALTH THERE. SO NOW WE'RE TALKING ABOUT A TERM THAT DOES NOT NECESSARILY EXIST THAT OUR INTERPRETERS HAVE TO EXPAND ON. MAKING SURE FROM THE BEGINNING WE'RE SPEAKING IN A WAY THAT WILL BE UNDERSTOOD. FOR

THOSE OF YOU WHO ARE MULTILINGUAL OR BILINGUAL MAKING SURE TO STAY AWAY FROM CODE-SWITCHING, GOING FROM LANGUAGE TO LANGUAGE. IF YOU ARE FINISHING A WHOLE SENTENCE IN ONE LANGUAGE, IT'S MUCH MORE PREFERRED THAN DROPPING IN WORDS HERE AND THERE. IT MAKES IT VERY, VERY HARD FOR INTERPRETERS. I'LL GIVE AN EXAMPLE. FOR THOSE OF YOU WHO ARE BILINGUAL, THAT IS CODES SWITCHING. IT'S BETTER TO [FOREIGN LANGUAGE IS SPOKEN] NEW LANGUAGE, INSTEAD OF [FOREIGN LANGUAGE IS SPOKEN] CONFUSING. RIGHT? SO ALSO, JUST KEEPING IN MIND COMMUNICATION STYLES. PERSONAL AND CULTURAL. IF YOU EVER DONE ANY WORK AROUND LOW-CONTEXT CULTURALS VERSUS HIGH-CONTEXT CULTURES, THAT IS IMPORTANT TO KEEP IN MIND. SOME CULTURES THAT COMMUNICATE VERY, VERY DIRECTLY TO THE POINT. OTHER CULTURES THAT LIKE TO EXPAND, THAT LIKE TO TALK TO YOU. EVEN THOUGH YOU ARE ASKING ONE THING, THEY WILL TELL YOU 500 OTHERS. BUT EVEN THEN, THAT'S A STYLE OF COMMUNICATION THAT WE NEED TO RESPECT. AND THAT'S SOMETHING YOUR INTERPRETER WILL INTERPRET COMPLETELY. WE WANT TO MAKE SURE WE'RE NOT ASKING THE INTERPRETER, CAN YOU JUST GIVE THE GIST OR KEY POINTS? BECAUSE THEN WE'RE NEGATING THE FACT THE PERSON OPENED UP AND SHARED EVERYTHING. KEEP AN EYE OUT FOR BODY LANGUAGE AS WELL BECAUSE IT'S IMPORTANT. ACTIONS SPEAK LOUDER THAN WORDS. ASK YOU THINK ABOUT THE CLIENTS YOU WORKED WITH AND SEE IF THERE ARE ANY OTHER ASPECTS OF ACCESSIBLE LANGUAGE OR COMMUNICATION OR EVEN THINKING ABOUT YOURSELF AND

THE WAY YOU PRESENT YOURSELF. LET'S TALK ABOUT YOU AND YOUR ROLE AS A SERVICE PROVIDER WHEN WORKING WITH MULTILINGUAL COMMUNITIES. NUMBER ONE, IF YOU ARE WORKING WITH AN INTERPRETER, SPEAK IN SHORT PHRASES. A FEW SENTENCES SO YOUR INTERPRETER CAN THEN REPEAT THOSE ACCURATELY. THIS IS VERY INTERESTING. AND SOMETHING YOU WILL HAVE TO WORK ON IF YOU HAVEN'T NECESSARILY WORKED WITH AN INTERPRETER BEFORE. SO THIS WILL REQUIRE A LOT OF SELF-REFLECTION ON YOUR PART. UNDERSTANDING WE HAVE TO AVOID THINGS LIKE IDIOMS OR SLANG. RIGHT? OR JARGON THAT IS SUPER PROFESSIONAL. AND THAT CAN GET TRICKY BECAUSE NOT EVERYTHING TRANSLATES DIRECTLY. I'LL GIVE YON AN EXAMPLE. FOR EXAMPLE, IF WE WERE TALKING ABOUT SOMEBODY AND THEY WALKED IN, THE IDIOM IS SPEAK OF THE DEVIL, IN ENGLISH. THE SAME IDIOM IN THE SPANISH LANGUAGE IS [FOREIGN LANGUAGE IS SPOKEN] WHICH TRANSLATES TO SPEAKING TO THE KING OF ROME. IT'S A SIMILAR MEANING BUT VERY DIFFERENT WAY OF EXPLAINING THAT. SO FOR AN INTERPRETER WHO MIGHT NOT KNOW THE IDIOM, MAYBE THEY TRANSLATED DIRECTLY. AND IT MY NOT MAKE SENSE TO YOU OR YOUR CLIENT. ALSO, SLANG ISN'T ALWAYS NECESSARILY TRANSLATING BECAUSE IT'S CULTURAL OR RELEVANT. AGAIN, DEFINE ANY TERMS OR ACRONYMS THE CLIENTS OR INTERPRETERS MIGHT NOT BE FAMILIAR WITH. YOU ARE THE EXPERT. YOU ARE THE INS AND OUTS OF THE WORK YOU ARE DOING, DOESN'T NECESSARILY MEAN YOUR CLIENT WILL KNOW EVERYTHING YOU ARE TALKING ABOUT. NOT MAKING

ASSUMPTIONS. MAKING SURE YOU DEFINE ANYTHING YOU TALK ABOUT.

WHEN YOU ARE WORKING WITH AN INTERPRETER AND YOU HAVE A CLIENT IN FRONT OF YOU, MAKE SURE YOU ARE SPEAKING IN FIRST PERSON. SPEAK DIRECTLY TO THE CLIENT, AS OPPOSED TO SAYING, CAN YOU ASK HIM IF HE BROUGHT HIS I.D. THERE IS VERY FEW EXCEPTIONS. UNLESS YOU ARE WORKING WITH SOMEBODY THAT'S INTOXICATED OR A CLIENT THAT IS PERHAPS SCHIZOPHRENIC OR WOULDN'T UNDERSTAND WHY YOU HAVE TWO PEOPLE SPEAKING. THAT RARELY OCCURS. YOU WANT TO MAKE SURE YOU ARE TALKING TO THE CLIENT DIRECTLY AND MAKE SURE YOU ARE LOOKING AT THEM. ADDRESS THE CLIENT. DON'T LOOK AT THE INTERPRETER. IF THEY ARE TRAINED AND QUALIFIED, THEY SHOULD BE TAKING NOTES AND NOT LOOKING AT YOU EITHER. IT IS IMPORTANT THAT YOU ARE MONITORING THE INTERPRETER AND CLIENT INTERACTION. IF YOU SAY SOMETHING, YOUR INTERPRETER SHOULD REPEAT IT. YOU SHOULDN'T BE OBSERVING A CONVERSATION BETWEEN THE INTERPRETER AND THE CLIENT. AND IF YOU DO, THAT'S WHY YOU ARE MONITORING AND CHECKING IN AS TO WHY. BECAUSE REMEMBER, IT'S NOT A RELATIONSHIP BETWEEN THEM. REALLY, THE RELATIONSHIP IS BETWEEN YOU AND THE CLIENT. YOU ARE THE SERVICE PROVIDER. AGAIN, MAKE SURE IF YOU ARE LOOKING AT YOUR CLIENT, AND THIS IS VERY COMMON, A LOT OF TIMES YOU WILL SEE BLANK STARES, SOMEBODY WHO IS NODDING AT EVERYTHING. IT'S UP TO YOU TO ASK, DID YOU UNDERSTAND THAT? CAN I MAKE ANYTHING CLEAR? ANY QUESTIONS YOU MIGHT HAVE? DON'T HESITATE TO ASK. WE WANT TO MAKE

SURE THEY ARE UNDERSTANDING AND THEY ARE NOT GOING TO RUN OUT AT THE END OF THE SESSION AND ASK THE INTERPRETER WHAT JUST HAPPENED. MAKE SURE TO BE PRESENT AT ALL TIMES DURING YOUR INTAKES OR MEETINGS. IF YOU HAVE TO STEP OUT OF THE ROOM FOR SOME REASON, LET'S SAY YOU FORGOT A FORM OR NEED TO TAKE A PHONE CALL, YOUR INTERPRETER NEEDS TO LEAVE WITH YOU. WHAT HAPPENS IS IF YOU LEAVE THE ROOM, THAT IS A GREAT OPPORTUNITY FOR YOUR CLIENT TO THEN LOOK OVER AT THE INTERPRETER AND SAY, I DIDN'T UNDERSTAND WHAT HAPPENED. SO TRY TO BE PRESENT AT ALL TIMES, IF YOU NEED TO LEAVE, MAKE SURE THE INTERPRETER GOES WITH YOU. IT'S IMPORTANT YOU ALSO DEBRIEF WITH YOUR INTERPRETER, WITH YOUR TEAM, BECAUSE WE WANT TO MAKE SURE THAT YOU ARE CHECKING IN WITH THEM. SO ASK THEM, DID I USE SLANG OR TERMS THEY DIDN'T UNDERSTAND? WAS I SPEAKING TOO FAST OR TOO MUCH? LET'S TALK ABOUT THE INTERPRETER'S ROLE. FOR THE INTERPRETER, ONES AGAIN, THEIR SOLE JOB IS TO INTERPRET ACCURATELY AND COMPLETELY. NOT WHAT THEY WANT OR THINK THEY SHOULD INTERPRET, BUT EVERYTHING. ALSO, TO MAINTAIN CONFIDENTIALITY. WHY WE STAY AWAY FROM DUAL ROLES. YOU DON'T NECESSARILY WANT THE PERSON IN THE FRONT OFFICE BE THE INTERPRETER. OR THE FAMILY MEMBER THAT CAME WITH THEM OR THE NEIGHBOR THAT CAME WITH THEM. KEEP IN MIND, A LOT OF PEOPLE MIGHT BRING SOMEBODY WITH THEM BECAUSE THAT HAS BEEN THE EXPERIENCE. BECAUSE LANGUAGE ACCESS ISN'T ALWAYS AT THE TOP OF THE LIST. THEY

DON'T ALWAYS PROVIDE THE SERVICE OR HAVE SOMEBODY CAPABLE OF PROVIDING THE SERVICE. FOR FOLKS IN THE COMMUNITY, MANY PEOPLE HAVE GOTTEN USED TO BRINGING SOMEBODY. INTERPRETERS ARE ALSO NOT TO GIVE CUES OR INTERJECT WITH THEIR OWN OPINION. AND SHOULDN'T ANSWER QUESTIONS OR OFFERING CLARIFICATION. THEY SHOULD BASICALLY ADHERE TO YOUR INSTRUCTION. LIKE WE SAID FOR YOU, DEBRIEF WITH THEM, THEY SHOULD BE DEBRIEFING WITH YOU. THEY DO A LOT OF ASSESSMENT OF VOCABULARY AND COMPREHENSION. INTERPRETATION SHOULD BE SEAMLESS. IT SHOULD FEEL LIKE YOU ARE HAVING A CONVERSATION AS THOUGH YOU WERE SPEAKING THE SAME LANGUAGE, EXCEPT A LITTLE BIT OF A PAUSE. NEXT SLIDE. THE LAST FEW MINUTES WE'RE GOING TO TALK ABOUT HOW DO WE PLAN TO HAVE THIS CROSS-LANGUAGE ENGAGEMENT AND RATHER THAN THINKING, DID WE BRING AN INTERPRETER OR TRANSLATE SOMETHING, THINK ABOUT ARE YOU TREATING CLIENTS EQUITABLY. IN ORDER TO CREATE SPACES, YES YOU HAVE TO HAVE EFFECTIVE PLANNING, WHICH IS PART OF DOING THIS WEBINAR AND TRAINING. THEN YOU HAVE TO HAVE SKILLED INTERPRETERS, AND THERE IS TRAINING FOR THEM AS WELL. AND THEN WE HAVE TO MAKE SURE THAT EVERYBODY IN THE SPACE IS INFORMED. YOURSELF, FACILITATORS, PARTICIPANTS, SERVICE PROVIDERS, FRONT OFFICE STAFF, EVERYBODY SHOULD BE ON THE SAME PAGE TO MAKE SURE WE'RE PROVIDING THE SERVICE. NEXT SLIDE. SO MAKING SURE, ONE, TO SCHEDULE INTERPRETERS, IF YOU KNOW YOU ARE GOING TO HAVE INTAKES THAT

REQUIRE THEM. WILL IT BE CONSECUTIVE OR SIMULTANEOUS, WHAT IS THE LEVEL OF EXPERTISE OF THE PERSON DOING THE WORK. TRY TO SCHEDULE AT LEAST TWO WEEKS IN ADVANCE. THAT CAN GET TRICKY. DO YOUR BEST. THAT IS A BEST PRACTICE. AND IT WILL JUST DEPEND ON YOUR AGENCY AND THE WAY YOU SCHEDULE. AVOIDING DUAL ROLES. MAKING SURE THE INTERPRETER IS ONLY THERE IN THAT CAPACITY AND NOT ALSO HAVING TO FULFILL OTHER ROLES. ANY TYPE OF MATERIAL YOU COULD PROVIDE INTERPRETERS TO PREPARE IS WONDERFUL. YOU CAN MAINTAIN CONFIDENTIALITY, YOU DON'T HAVE TO GIVE PERSONAL INFORMATION OR NAMES OF CLIENTS. ANYTHING YOU ARE PRESENTING, WHETHER IT'S A POWERPOINT OR HAPPENED OUT, THEY HAVE TO READ IT AND PRODUCE IT IN A DIFFERENT LANGUAGE. BE MINDFUL OF THE TIME. IF IT'S MORE THAN ONE HOUR YOU NEED TWO INTERPRETERS. THE REASON IS, AT 20 MINUTES THEY GET TIRED. WHEN FATIGUE SETS IN ACCURACY DROPS. WE WANT TO MAKE SURE INTERPRETERS ARE 100% ON POINT SO THEY ARE GIVING YOU THE MOST ACCURATE INFORMATION. NEXT SLIDE. LOOKING AT WRITTEN MATERIALS, WE WANT TO MAKE SURE THAT THEY ARE EQUIVALENT IN CONTENT AND QUALITY TO THE ORIGINAL ENGLISH. THIS IS AN EXAMPLE FROM SCHOOL. I DO A LOT OF WORK WITH SCHOOL DISTRICTS. FOR THOSE OF YOU WHO CAN READ ENGLISH AND SPANISH. THIS IS QUITE THE TRAGEDIEDLY HERE. WE WANT TO AVOID GOOGLE TRANSLATE, THAT ALL OF OUR DOCUMENTS ARE TRANSLATED ACCURATELY. FOR EXAMPLE, WHEN I WAS GROWING UP, THURSDAY THEY WOULD SEND HOME A BEAUTIFUL,

FOUR-PAGE DOCUMENT AT SCHOOL. AND THEN YOU WOULD TURN IT AROUND AND THERE WAS ONLY A HALF A PARAGRAPH IN SPANISH THAT SUMMARIZED. OR A LOT OF THE TIME WHAT I SEE ARE VERY, VERY POOR TRANSLATIONS. AND THAT MIGHT BE BECAUSE PEOPLE ARE USING GOOGLE TRANSLATE OR SOMEBODY THAT IS NOT PROFICIENT IN ALL LANGUAGES. SO LET ME GIVE YOU AN EXAMPLE OF A POOR TRANSLATION. SO NEXT SLIDE PLEASE. GRANTED, I FEEL VERY SUCCESSFUL WHEN I WALK OUT OF THE COFFEE LINE. BUT THIS IS INCORRECT. THE TRANSLATION SHOULD SAY, EXIT HERE OR EXIT ONLY. AND WE WANT TO AVOID THIS. IT'S VERY IMPORTANT WHEN YOU ARE LOOKING AT TRANSLATION TO MAKE SURE THAT THE LANGUAGE IS ACCURATE, ALL THE GRAMMAR IS ACCURATE. FOR EXAMPLE, NEXT SLIDE. WHEN WE'RE LOOKING AT ENGLISH AND SPANISH, BE CAREFUL, IF YOU ARE TALKING ABOUT A FATHER OR ABOUT A POTATO. AND SO THOSE ARE THINGS WE MIGHT NOT BE AWARE OF. IF WE'RE NOT PROFICIENT IN THE LANGUAGE. ANYTHING THAT GETS TRANSLATED, MAKING SURE THERE IS A SECOND OR THIRD PAIR OF EYES THAT CAN MAKE SURE EVERYTHING IS ACCURATE. I HAVE SEEN A LOT OF TRANSLATIONS IN VARIOUS SPACES WHERE THEY WILL FORGET, FOR EXAMPLE, THE TILDE ON TOP OF THE N, SO I HAVE SEEN A LOT OF THINGS THEY SAID [FOREIGN LANGUAGE IS SPOKEN], ONIO IN SPANISH MINUS ANUS. SO YOU WANT TO AVOID MISTAKES LIKE THAT. IT'S A PART OF RESPECT AND MAKING SURE WE'RE RESPECTFUL OF OUR CLIENTS AND LANGUAGE. LITTLE THINGS LIKE THAT CAN CAUSE TROUBLE. ANY DOCUMENTS YOU HAVE WE WANT TO MAKE SURE YOU ARE PRINTING

THEM IN ALL THE LANGUAGES NEEDED IF POSSIBLE. AND YOU WILL KNOW YOUR AREA HOPEFULLY AND WHAT LANGUAGES NEED TO BE THERE. BUT ALSO HAVE ACCESS TO ANY LANGUAGES THAT YOU MIGHT NOT HAVE READILY AVAILABLE. ANYTIME YOU ARE DOING INFORMATION OR TABLING, MAKE SURE YOU HAVE EVERYTHING ON A SHARED TABLE. WE DON'T WANT IT SEPARATED AND SEGREGATED BY LANGUAGE GROUP. YOU WANT TO MAKE SURE YOU ARE AS INCLUSIVE AS POSSIBLE. LET'S SAY YOU ARE TALKING ABOUT REQUIREMENTS, WHAT SOMEBODY SHOULD BRING TO INTAKE MEETING, YOU WANT TO BE ABLE TO POINT TO IT OR PROJECT IT SO PEOPLE HAVE SOME TYPE OF VISUAL TO FOLLOW ALONG. IF YOU ARE TALKING ABOUT PERCENTILES OR RATES OR RANGES, ANYTHING LIKE THAT, NUMBERS, IT'S A GREAT WAY TO HELP PEOPLE WHO ARE ALREADY STRUGGLING TO UNDERSTAND YOU PERHAPS IN ENGLISH. WORKING WITH AN INTERPRETER CAN BE VERY TRICKY AS WELL BECAUSE YOU ARE HAVING TO TRAIN YOURSELF TO LISTEN TO THE MESSAGE ORIGINALLY AND THE INTERPRETATION. AND FOR A LOT OF FOLKS THEY ARE TRYING TO CAPTURE AS MUCH OF THE ENGLISH AS POSSIBLE BECAUSE THERE MIGHT BE A MISTRUST WITH THE INTERPRETER. SO WITH THAT, AS WE'RE COMING TO THE END, NEXT SLIDE. I WANTED TO SHARE A LITTLE BIT ABOUT THE SERVICES THAT JUST COMMUNITIES OFFERS IN CASE YOU ARE INTERESTED IN FOLLOWING UP. ONE OR MANY VOICES IS AN EXPANSION OF THIS WEBINAR YOU ARE SEEING TALKING ABOUT HOW TO WORK WITH INTERPRETERS, THE WHY OF LANGUAGE JUSTICE. AGAIN, GOING DEEP INTO WHY WE DON'T JUST

WORK IN ENGLISH AND EXPECT PEOPLE TO WORK IN ENGLISH WITH US. FOR THOSE OF YOU WHO ARE BILINGUAL OR HAVE STAFF, WE HAVE TWO TRAININGS FOR INTERPRETERS. FOR THE FOLKS YOU ARE GOING TO BE USING PERHAPS THAT ARE STAFF AND WILL BE INTERPRETING FOR YOU IN THESE SITUATIONS, THEY CAN COME AND LEARN THE ETHICS AND STANDARDS OF PRACTICE, PROTOCOLS. WE ALSO DO A LOT OF CUSTOMIZING WITH JUSTICE CONSULTING AND COACHING, SUCH AS THIS. IF YOU WERE INTERESTED TO FIND OUT ABOUT LANGUAGE GUIDELINES, FEDERAL REQUIREMENTS AND THINGS LIKE THAT. NEXT SLIDE. MY INFORMATION IS THERE. I KNOW YOU ALL IF YOU PERHAPS HAD QUESTIONS YOU HAVE BEEN TYPING THEM IN. ANY FOLLOW-UP THAT YOU WOULD LIKE, PLEASE FEEL FREE TO REACH OUT, TAKE A LOOK AT OUR WEBSITE. REALLY, WE DO A LOT OF WORK AROUND SYSTEMS CHANGE, AROUND STRATEGIC THINKING AND PLANNING TO MAKE SURE THE SERVICE YOU ARE DELIVERING AND THE ATMOSPHERE YOU ARE DELIVERING IT IN IS AS INCLUSIVE AS POSSIBLE. WE OFTEN PROFESSIONAL DEVELOPMENT AND CONSULTING AS WELL. NEXT SLIDE. AND SO NEXT STEPS. REALLY JUST WANT YOU TO THINK ABOUT ONE TOOL MENTIONED DURING THIS PRESENTATION THAT YOU COULD USE TO IMPROVE LANGUAGE ACCESS IN YOUR PRACTICE. IT CAN BE VERY OVERWHELMING IF YOU ARE FIRST HEARING HOW TO WORK WITH INTERPRETERS OR IMMIGRANTS POPULATIONS. PICK MAYBE ONE THING THAT YOU CAN CHANGE IN YOUR OWN PRACTICE. MAYBE IF IT'S UNDERSTANDING THE DIFFERENCE BETWEEN INTERPRETATION AND TRANSLATION. OR MAYBE

IT'S GOING BACK AND SAYING, OKAY, I'M NOT GOING TO MAKE GENERALIZATIONS OR I USE A LOT OF ACRONYMS SO I HAVE TO MAKE SURE I'M EXPANDING ON THEM. REALLY THINKING HOW TO MAKE A DIFFERENCE FOR YOUR OWN PRACTICE, FOR THE CLIENTS SEEKING YOUR SERVICES. FOR THE ATMOSPHERE THAT YOU ARE WORKING IN. NEXT SLIDE. I'M GOING TO WRAP UP HERE. I WANT TO THANK YOU FOR BEING PARTS OF THIS WEBINAR TODAY. AND THE ORGANIZERS FOR HAVING ME ON TODAY. THANK YOU SO MUCH.

>> THANK YOU, LENA, THAT WAS AMAZING, I APPRECIATE THE PERSPECTIVE YOU BROUGHT TO THIS DISCUSSION. I HOPE OUR LISTENERS FOUND USEFUL INFORMATION THAT CAN HELP SHAPE THEIR INTERACTIONS WITH PEOPLE WHO MAY NOT USE ENGLISH AS THEIR PREFERRED LANGUAGE. I HAD SO MANY TAKE AWAYS FROM THAT. IT WAS REALLY INCREDIBLE. WITH THIS EXPANSION OF CALFRESH WE TRIED TO KEEP LANGUAGE ACCESS AND FOCUS THROUGHOUT THE ENTIRE YEAR OF PLANNING AND PREPARATION. AS A DEPARTMENT AND PROGRAM, WE HAVE REALLY BEEN MORE MINDFUL ABOUT OUR LANGUAGE ACCESS FOR THIS LAUNCH THAN EVER BEFORE. I THINK WE'RE ALL PROUD OF IT. I THINK WE LEARNED A TON. AND EVEN MORE TODAY. I APPRECIATE THIS WAS SOMETHING GEARED, NOT JUST TO OUR COUNTY PARTNERS AND CPO'S BUT ALL OF US. THERE IS SOMETHING FOR EVERYONE IN HERE. THANK YOU, AGAIN, LENA, SO MUCH. I WANT TO HIGHLIGHT A FEW MORE RESOURCES. WE HAVE LINKS TO OUR LANGUAGES AND RIGHTS AND LINKS TO THE COUNTY RESOURCE TOOL KITS, WHICH CAN

HELP PAINT A PICTURE OF WHAT OUR COUNTY PARTNERS ARE DOING. THE LINKS ARE ON SCREEN. YOU CAN ACCESS THOSE THROUGH OUR CALFRESH S.S.I. WEBPAGE I SPOKE ABOUT A FEW TIMES. AND I'LL DO ONE FINAL REMINDER FOR THE 1:00 WEBINAR, I ENCOURAGE YOU TO REGISTER FOR THAT. IF YOU MISSED ANY OF THE PREVIOUS ONES, ALL OF THOSE WILL BE UPLOADED WITH Q AND A TO OUR WEBSITE.

WWW.CDSS.CA.GOV/CALFRESHSSI YOU CAN EMAIL OUR TEAM AND WE CAN DIRECT TRAVEL IF WE DON'T HAVE THE ANSWER DIRECTLY, WE WILL SEND IT TO THOSE WHO CAN ANSWER. THE WEBSITE AND EMAIL ADDRESS IS THERE. THAT'S ALL FOR US RIGHT NOW. WE'LL JOIN YOU AGAIN THIS AFTERNOON. THANK YOU SO MUCH, LENA, AND HAVE A GREAT DAY, EVERYONE.